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[illegible]

TITLE: THE CUSTOMER CONTACT CHANNEL CHANGER

Honourable Commissioner of Patents and Trademarks,
Washington, D. C. 20231.

Please recognize William L. Mathis, Regn. No. 17,337; James A. LaBarre, Regn. No. 28,632; Anthony W. Shaw, Regn. No. 30,104; Patrick C. Keane, Regn. No. 32,858; Michael G. Savage, Regn. No. 32,596; Steven M. duBois, Regn. No. 35,023 who together constitute the firm of Burns, Doane, Swecker & Mathis, jointly and severally, as Associate Attorneys in the above-identified application, with the usual powers.

Respectfully

Vance November 3

Dated: November 17, 1995.